



Governmental Services Center Serving the People Who Serve the People

Delegation Simplified

For managers with multiple tasks and responsibilities the art of delegation is essential. Effective delegation can mean the difference between moving forward and falling behind. It can mean the difference between a positive workforce and a frustrated workforce.

Here are six easy steps which will allow for effective delegation.

1. Explain why the job is important:

It is important to the person taking on the responsibility of the task to understand their role. How will their success impact the team and/or organization? Understanding will drive commitment.

2. Define results expected:

Share with the person what the finished assignment will be expected to achieve or accomplish. Avoid dictating "exact" steps to follow. Instead offer information and support necessary to accomplish the task. This approach will give a sense of ownership to the person taking on the job.

3. Define authority:

Make sure you provide the person with the level of authority they have for accomplishing the task. Communicate to others that may be involved as to the level of authority this person has in order to remove barriers when it comes to requesting information or needed cooperation.

4. Agree on deadline:

Make sure schedule is agreed upon with understanding on how new assignment may or may not impact already scheduled events or other deadlines.

5. Ask for feedback:

Check for understanding by asking the assigned person to repeat their understanding of the task to be accomplished. Actively listen for assurance your message was received.

6. Set up controls:

Schedule times for updates and feedback to prevent unexpected results and surprises. Agree on times and types of sessions.

Following these simple steps can assist any manager in effectively delegating tasks and assignments as appropriate in order to maximize the available personal.

Six steps for delegation from the video "Everything You Always Wanted to Know About Management" by American Media Inc (1994)

For more information on delegation check out this web site:

<http://www.businessballs.com/delegation.htm#Seven%20Levels>

or visit us at our website: <http://personnel.ky.gov/gsc/>



Governmental Services Center

@ Kentucky State University
Julian Carroll Academic Services
Building, 4th Fl
400 E. Main St
Frankfort, KY 40601
Phone: 502-564-8170
Fax: 502-564-2732
<http://personnel.ky.gov/gsc>